

## RFP 10210-10/MWS

### Attachment B, Scope of Work

#### NORCOM Implementation - Technical Project Coordinator

##### General Overview

The City of Redmond Fire Department provides fire protection services and medical emergency response services within a 45-square-mile area that includes the city of Redmond, and the surrounding area of unincorporated King County known as King County Fire Protection District 34. The Fire Department reports to the Redmond Mayor, the Redmond City Council, and to the Fire District 34 Commissioners.

Fire and emergency medical dispatch services are currently provided by North East King County Regional Public Safety Communication Agency (NORCOM), a 911 PSAP operating out of Bellevue City Hall. The City of Redmond is a subscriber to the NORCOM organization, operating under a contract for dispatch services through the end of 2013, with an option to extend through 2014.

##### Project Background

As part of our subscriber relationship with NORCOM, The City of Redmond Fire Department is participating in a project which will replace its Fire Records Management (RMS) and Computer Aided Dispatch (CAD) technology with new computer applications being developed by New World Systems Inc. This project is being managed jointly by NORCOM staff and a project manager from New World Systems. The end result of this deployment is a regional RMS system which will be used by all participating NORCOM agencies, and a new CAD system which will be used by NORCOM dispatchers, to provide consolidated regional dispatch and integrate CAD data with the Fire RMS used for incident reporting.

The New World Fire RMS will be hosted on servers located at NORCOM. This system, when finally implemented, will replace Redmond's current Fire RMS (FDM). The current project plan calls for the New World software implementation to be completed by end of first quarter, 2011.

The project plan developed and managed by New World calls for Redmond's participation on several different "Build teams", whose collective goal will be to provide feedback to New World for the software development, and provide the foundation of knowledge needed for a successful implementation (such as data conversion from the existing system). Redmond is having problems responding to this project schedule due to the lack of an internal technical project coordinator. There have been communication problems in getting people where they need to be to participate and a general lack of coordination among the teams. This leads to abundant misinformation and a situation where the right hand doesn't know what the left hand is doing.

In addition, Redmond will need to respond to the need for new mobile hardware in the Fire response vehicles. A comprehensive mobile hardware plan needs to be developed and costs understood, based on the New World mobile requirements, so that Redmond can implement the needed mobile hardware in a timely manner.

## **SCOPE OF WORK**

The scope of work is divided into two phases as listed below.

### **PHASE 1**

Phase 1 of this scope of work is to assess the project plan and schedule, understand the deliverables and expectations of the Build teams, assess and understand the mobile hardware and communication needs and develop a comprehensive plan for deployment of software and hardware.

The consultant needs to assess and develop a plan to respond to:

- The project schedule and specific deliverables which Redmond needs to provide.
- Build team participation: how to get the right people involved in the right teams, at the right time.
- How to get the information flowing from the project managers to the right Build teams in a more consistent and effective way.
- Identify and document the delineation between what NORCOM provides and what Redmond needs to provide for all components such as mobile hardware, software, mobile wireless connectivity and on-going support for hardware and/or software.
- Identify where NORCOM and SEND are or are not providing funding for said hardware.
- A defined set of expectations for what the Redmond GIS team needs to provide and/or contribute to the project.

### **PHASE 2**

This plan would then be used to guide the consultant to continue in the role of Technical Project Coordinator, seeing the project through to implementation and representing Redmond's needs and interests all along the way to a successful deployment. It is expected that frequent status meetings/reports be held with Redmond Fire Department management and Redmond IS staff.

City of Redmond IS Division estimates this project may take up to a maximum of 20 hours per week (overall average), through implementation (currently planned for March, 2011). A more exact estimate of the ongoing scope of work can be developed and agreed to after the initial assessment is complete.